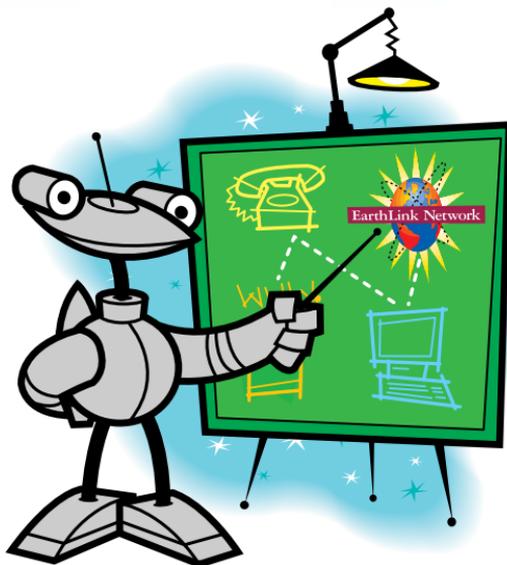


Getting the Most Out of EarthLink™

**An Introduction
for New
Internet Users**

**Electronic
Version
2.1**



By Sky Dayton

Founder and Chairman,
EarthLink Network, Inc.

To get started,
click the red
arrow with
your mouse.



Using This Electronic Guide

Email

webtour

Example of how links appear throughout this document.

Note: this is not an actual link.

Example of arrow links that appear throughout this document.



Text that is underlined and colored is a “link.” Click a link to go to the subject matter indicated by the link. Red links go to pages within this guide. Green links, however, lead to real pages on the World Wide Web.

NOTE: All of the instructional material in this guide is accessible to you **before** completing the TotalAccess registration process. However, the green links to the Web will work **only** if you are using Acrobat® Reader® Version 3.0 (the version included on EarthLink Network’s CD-ROM), if you have already completed the EarthLink™ TotalAccess™ registration process, and if you are currently online and connected to the Internet. For more information about how your particular computer accesses green Web links, click the appropriate option below:

Windows®95

Windows®3.1

Macintosh®

Click an **Arrow** to move to the next page. (Some arrows have text that explains to which page they “jump.”)



Accessing Web Links: Windows 95

In order to access green Web links, you must already be connected online to EarthLink Network. But even if you are offline, the rest of this electronic guide will still be completely available to you.

Choose the Web browser that was installed on your computer during the EarthLink TotalAccess registration process: [Netscape Navigator™](#) or [Microsoft Internet Explorer™](#).



Return to **Using This Electronic Guide.**

Accessing Web Links: Windows 95 and Netscape Navigator

After you click a green Web link, Netscape Navigator will open a new window displaying the link's Web site. When you are finished looking at the Web site, choose the **Acrobat Reader** icon from the **Windows 95** taskbar at the bottom of the screen to return to this electronic guide.

Then, the next time you click a green Web link, you must then go to the **Windows 95** taskbar at the bottom of the screen and choose the **Netscape Navigator** icon to bring into view the browser window showing the new Web site.

If you ever want Acrobat Reader to use a different browser to open Web links, open Acrobat Reader, click on **File**, and choose **Preferences**. Choosing **Preferences** will open a menu, from which you should choose **Weblink**. In the pop-up screen which appears, locate **Connection Type**; your current browser will appear in this blank. Use the arrow to the right to scroll through a list of possible browser choices; simply select the browser you wish to use, then click **OK**.



Return to **Using This Electronic Guide**.

Accessing Web Links: Windows 95 and Microsoft Internet Explorer

After you click a green Web link, Microsoft Internet Explorer will open a new window displaying the link's Web site. When you are finished looking at the Web site, choose the **Acrobat Reader** icon from the **Windows 95** taskbar at the bottom of the screen to return to this electronic guide.

Then, the next time you click a green Web link, you must then go to the **Windows 95** taskbar at the bottom of the screen and choose the **Microsoft Internet Explorer** icon to bring into view the browser window showing the new Web site.

If you ever want Acrobat Reader to use a different browser to open Web links, open Acrobat Reader, click on **File**, and choose **Preferences**. Choosing **Preferences** will open a menu, from which you should choose **Weblink**. In the pop-up screen which appears, locate **Connection Type**; your current browser will appear in this blank. Use the arrow to the right to scroll through a list of possible browser choices; simply select the browser you wish to use, then click **OK**.



Return to **Using This Electronic Guide**.

Accessing Web Links: Windows 3.1 and Netscape Navigator

The first time you click a green Web link, Acrobat Reader will ask you to specify the Web browser you want to use. This will require you to locate the **.exe** file of your Web browser (Netscape Navigator). You can usually find this **.exe** file inside the **Program** folder located inside the **Netscape** folder. The file is called **Netscape.exe** or simply **Netscape** and has a **Navigator** icon. Selecting your Web browser is a one-time chore. Every time afterward, Acrobat Reader will automatically launch your Web browser when you click a green Web link.

When you are finished looking at the Web site, **Minimize** the Netscape Navigator window to return to this electronic guide.



Return to **Using This Electronic Guide.**

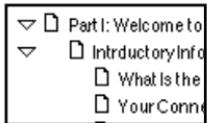
Accessing Web Links: Macintosh and Netscape Navigator

The first time you click a green Web link, Acrobat Reader will ask you to specify the Web browser you want to use. This will require you to locate your Web browser (Netscape Navigator). You can usually find this file inside the **Netscape Navigator** folder located inside the **TotalAccess** folder. Selecting your Web browser is a one-time chore. Every time afterward, Acrobat Reader will automatically launch your Web browser when you click a green Web link.

After clicking a green Web link, Netscape Navigator will open a new window displaying the link's Web site. When you are finished looking at the Web site, just use your mouse to click inside the **Acrobat Reader** window to make this electronic guide the active application.



Return to **Using This Electronic Guide.**



The window to the left contains “bookmarks.” These bookmarks form a complete table of contents for this guide. Click any bookmark with your mouse to go directly to that page.



Click the **Go Back** button on the toolbar to return to the last page visited.



Click the **Next Page** button on the toolbar to advance to the next page of this electronic guide.



Click the **First Page** button on the toolbar to go back to the first page of this electronic guide.



This is the **Window Splitter**. Drag it to the right to increase the size of the bookmarks window.

For more information on using this Acrobat Reader program, read the “help” file that comes with the Reader program.

Windows users can access this file by simply pulling down the **Help** menu and choosing **Help-Reader.pdf**. Macintosh users need to go to the **File** menu, choose **Open**, and then select the file **Help-Reader.pdf**. It will be located in the **Help** folder that is inside the **Adobe Acrobat** folder on your hard drive.



Who Should Read This Electronic Guide

If you are new to the Internet, you will want to take a close look at this entire electronic guide. **Part I: Welcome to the Internet!** is a broad overview explaining how the Internet works and what you can do on it. **Part II: Getting Started** provides the technical information you will need to connect to the Internet through EarthLink Network®.

If you are an experienced Internet user, but are new to EarthLink, **Part I: Welcome to the Internet!** may be useful as a refresher course. However, be sure to focus on **Part II: Getting Started**, which provides specific information about connecting through EarthLink.



A Letter from EarthLink's Founder

Dear New EarthLink Customer,

The Internet has become the most incredible communications medium the world has ever seen, but it is only useful to the degree that we understand it and make it work for us. I founded EarthLink Network to help people turn the Internet into a valuable resource. Our mission is to make the Internet a productive and enjoyable part of your life.

This electronic guide provides a simple introduction to some of the things you can do on the Internet. It's not a manual for the software you will use to access the Internet; rather, it's a brief tour of the most popular Internet activities, with some helpful tips for getting the most out of your Internet connection.



I've included some examples that are specific to EarthLink's Internet service, but the principles are applicable anywhere on the Net.

I'm sure you're ready to learn more about the Internet—so use your mouse to click the arrow below and let's get started!

Sincerely,



Sky Dayton
Founder and Chairman,
EarthLink Network, Inc.

P.S.

I almost forgot to introduce you to bLink; this little robot will be your “tour guide” throughout this electronic guide.

bLink is the EarthLink mascot and, as you will soon see, a complete expert on all things relating to the Internet.



Part I

Welcome to the Internet!

The Internet—at first glance it can seem like a strange, unknown world. But don't worry; you'll realize that the natives can be quite friendly!

Part I of this guide will provide you with a neighborly introduction to some of the major institutions in this new “global community.”

Click any of the items below to learn more about that particular aspect of the Internet:

[Introductory Information](#)

[The World Wide Web](#)

[Email](#)

[Usenet](#)



The idea of a
“global community”
is now a reality.

(If you are looking for information on installing EarthLink Network TotalAccess software, go to [Part II: Getting Started.](#))



Introductory Information

Click the topics shown below to learn introductory information about the Internet and how you'll connect to it through EarthLink Network:

[What Is the Internet?](#)

How it got started, how it works, and where it's at now.

[Your Connection to EarthLink](#)

Modems, POPs, onramps to the Information Superhighway, and important stuff like that.

[Getting Connected for the First Time](#)

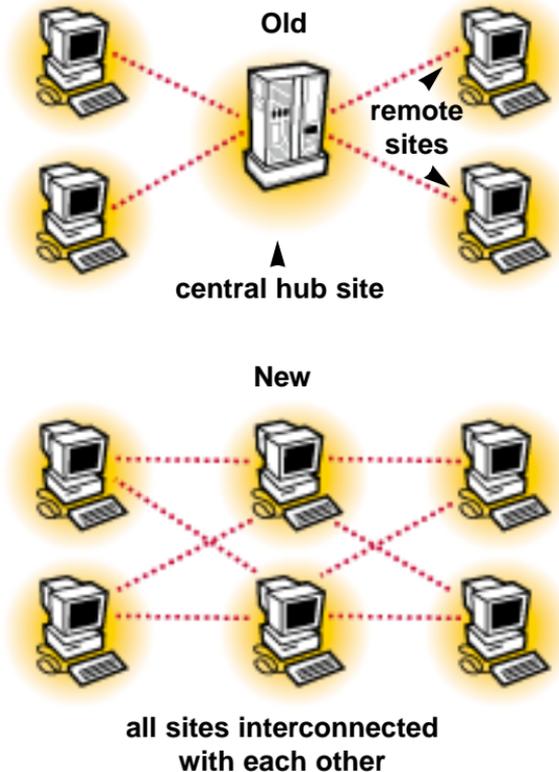
"Buckle your seat belt, Pa, the modem's starting to make funny noises...."



What Is the Internet?

The Internet began in the late 1960s as an experiment by the U.S. Department of Defense to see if a non-centralized network could be built to withstand the destruction of one or more of its parts. Unlike previous networks, this new network did not have a single central point. Instead, all sites on the network were interconnected.

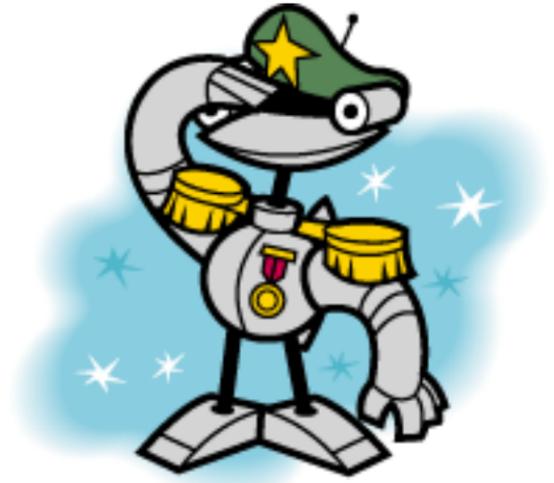
Out of this network came a protocol for linking computers together. A protocol is a set of standards for how network communication takes place. The protocol is called TCP/IP (Transmission Control Protocol/Internet Protocol). This protocol is the standard that makes it possible for different computers all over the globe to talk to each other. The TCP/IP protocol is the foundation of the Internet.



At first, the Internet was used solely by the government, but soon universities and other institutions connected themselves to the Internet to communicate with one another and collaborate on projects. The Internet grew to connect hundreds of different sites all across the world. Each organization on the Internet was responsible for maintaining its part of the network, so the Internet was not owned or controlled by any one organization.

In the late 1980s, businesses began connecting to the Internet in large numbers. In the following years, the Internet experienced (and is still experiencing) its most explosive growth period, as individuals all over the world began to want personal Internet access. To respond to this demand, access companies sprang up, offering dial-up modem access to the Internet. EarthLink Network is one of the largest of these companies. We provide direct access to the Internet for people with modems.

Today, the Internet connects up to 40 million people around the globe and is growing by as much as 10% per month.



The military saw the strategic value of a non-centralized computer network.



Your Connection to EarthLink

The Internet is like a system of roads, freeways, and bridges. Although I like to avoid the over-hyped term “Information Superhighway,” it is a decent metaphor for how the Internet works. From any road in any city, you can get to almost any other road in any other city. From my computer at my desk, I can send an electronic mail message to someone sitting at a computer in Helsinki, Taipei, or Biloxi.

EarthLink and other Internet access companies provide “onramps” to the Information Superhighway—physical connections that allow you to access the Internet. EarthLink has built fast onramps in hundreds of cities. These onramps are called “POPs,” which stands for “Points of Presence.” We have a POP in every major city in the United States and Canada, with additional POPs being added almost weekly.

Your computer uses a modem to dial into one of our POPs which connects you to the Internet. Once connected to an EarthLink POP, you have access to all the resources of the Internet. EarthLink has also supplied you with software available for “surfing” the Internet: a Web browser.



Getting Connected for the First Time

After you have registered your account and installed your Internet software using the EarthLink Network TotalAccess software, you will need to connect your computer to an EarthLink POP using your modem and phone line.

To do this, you'll open EarthLink's Internet Dialer software and click **Connect** to activate your modem. (Depending on the type of computer you have, the steps of the connection process may vary slightly.) Once your dialer logs you into EarthLink Network, you are connected to the Internet.

Then you can open your Web browser to start surfing the Internet.

Note: If at any time you experience difficulties with your computer or TotalAccess software, please refer to [Part II: Getting Started](#).



The World Wide Web

The World Wide Web, or “the Web” for short, is the part of the Internet that allows you to navigate through all kinds of graphical information. To explore the Web, you’ll use a Web browser, which is supplied by EarthLink within your TotalAccess package. Depending upon which version of TotalAccess you have received, **either** Netscape Navigator or Microsoft Internet Explorer will be installed on your computer. Both are easy to use, powerful Web browsers.

Click any of the subjects shown below to access an explanation of that topic:

[Introduction to the Web](#)

“OK, if it’s called ‘the Web,’ how can it have ‘pages’?”

[Finding Things on the Web](#)

“I love collecting weird buttons; are there any Web sites for people like me?”

[If You Like It, Bookmark It](#)

“Gosh, I remember seeing that great Traffic Report Web page, but now how do I get back to it?”

[Creating Your Own Web Page](#)

“Look, Mother, our little Maynard is online for the whole world to see!”



Introduction to the Web

Information on the Web is formatted into “pages.” Each page contains some text and possibly pictures, sound, or even video. A page is actually a file stored on a remote computer somewhere on the Net. A remote computer that stores a Web page or other information is called a “host.”

For example, here’s the address of EarthLink’s homepage:

`http://www.earthlink.net/index.html`

This address has the following elements:

`http://`

Stands for “HyperText Transport Protocol,” the protocol, or standard, used on the Web.

`http://` indicates that the address is for a Web page.

`www.earthlink.net`

The name of the host machine for the Web page.

`/index.html`

The name of the actual Web page file. The **`.html`** suffix stands for “HyperText Markup Language,” which is the format used to create Web page files.

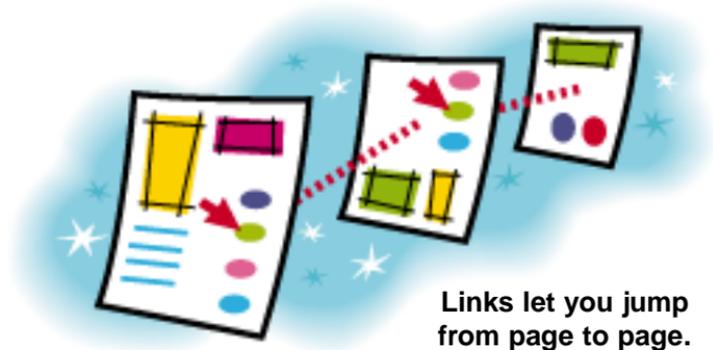


A URL is like a building’s street address.



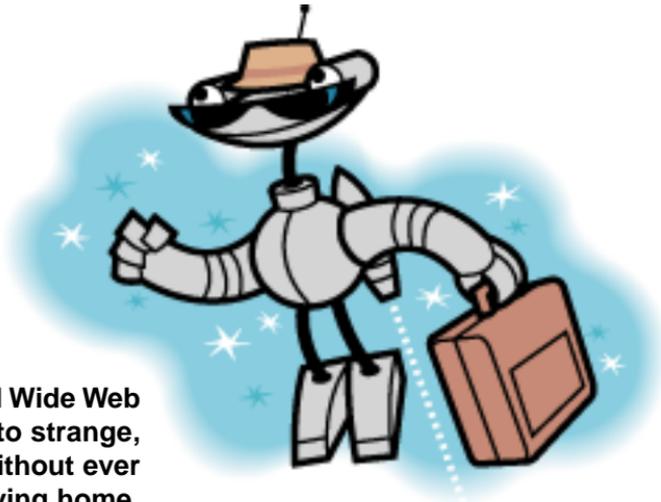
All together, this address provides the exact location of a page on the Web. To visit a page, type its address into the **Netsite:** blank (Netscape Navigator) or the **Address** blank (Microsoft Internet Explorer) of your Web browser. Then press **Return** and your browser will find the Web page file, and display it for you.

There is a term for a Web page address: “URL.” This stands for “Uniform Resource Locator,” which means that all Web addresses follow a standard format that can be understood by all Web browsers all over the world. A URL can be used for almost any Internet address, not just Web pages. The letters **http://** appear at the beginning of a URL for a Web page (as explained above), but a URL for another type of information on the Internet might start with something else.



Most of the time, however, you won't have to worry about specific Web page addresses. The Web allows you to "hyperlink," or "link," from page to page. When using your browser, clicking on any text that is colored and underlined will usually link you to another page, which will be automatically retrieved and displayed.

EarthLink has a great beginner's tutorial on how the Web works. You can access it by going to <http://www.earthlink.net/webtour/> Be sure to check it out!



**Surfing the World Wide Web
is like traveling to strange,
new places without ever
leaving home.**



Finding Things on the Web

EarthLink provides an easy way to find something on the Web: EarthLink's **Search** page. The URL is

<http://www.earthlink.net/search/>

You can also reach it by clicking on the

Search link on EarthLink's homepage.

(Netscape Navigator users can simply click on the **Search** toolbar button.)



You don't have to be a
detective to find
things on the Web.



When you access the EarthLink **Search** page, your browser will present a variety of search engines (such as Yahoo!™, Infoseek™, and Excite™) for you to use. Open one of these search engines, type in two or three words that describe what you are looking for, and click the **Search** or **Seek Now** button.

Searches are generally fast, and you will soon be presented with a page listing all of the matches found from your search. A match is called a “hit.” Usually, you will be given a list of up to 20 hits. If you scroll down, you will have the option to see more hits, if there are any.

The name of each listing is a hyperlink. You can click on the name to access the document. Typically, underneath each link is a brief description of the document.

Keep in mind that a general **Search** will search the **entire** Internet for hits, while an Excite-based EarthLink **Search** will search EarthLink’s site specifically.

You might come up with some bizarre stuff. If needed, you can always narrow down your search with some different search words and try again.

If you get lost, just use your **Back** button (or Netscape Navigator users click the **Search** button) to return and start over.



Besides browsing the Web with search engines, EarthLink's **Search** page also offers you the opportunity to use subject-based directories. Using a directory is a lot like using the **Yellow Pages**—you search by subject. Just start browsing through the directories until you find one of interest. Then click it, and multiple sites and sub-directories will appear for further investigation. For example, clicking on [Yahooligans! for kids](#) from the Yahoo! directory will take you to a listing of Web sites designed especially for children.

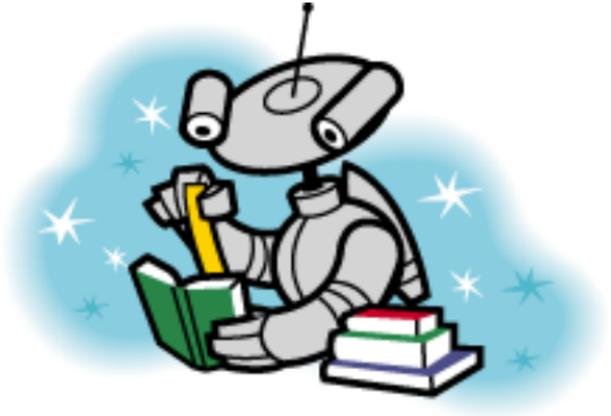
Remember, you can go back to the previous page simply by clicking the **Back** button in the upper left-hand corner of your Web browser. If you get lost, return to the **Search** page and start over.



If You Like It, Bookmark It

When you find a page on the Web you think you might want to look at again later, you can “bookmark” it. Using Netscape Navigator, select **Add Bookmark** from the **Bookmarks** menu. The name of the page will then appear at the bottom of the **Bookmarks** pull-down menu. Using Microsoft Internet Explorer, select **Add Page to Favorites** from the **Favorites** menu. The name of the page will then appear at the bottom of the **Favorites** pull-down menu.

If you do this a lot, you will soon end up with a long list of bookmarks. Your browser allows grouping and indexing, so cataloging them is easy. You can even trade bookmark/favorite files with friends.



**Just like a book, Web pages
can be easily bookmarked.**

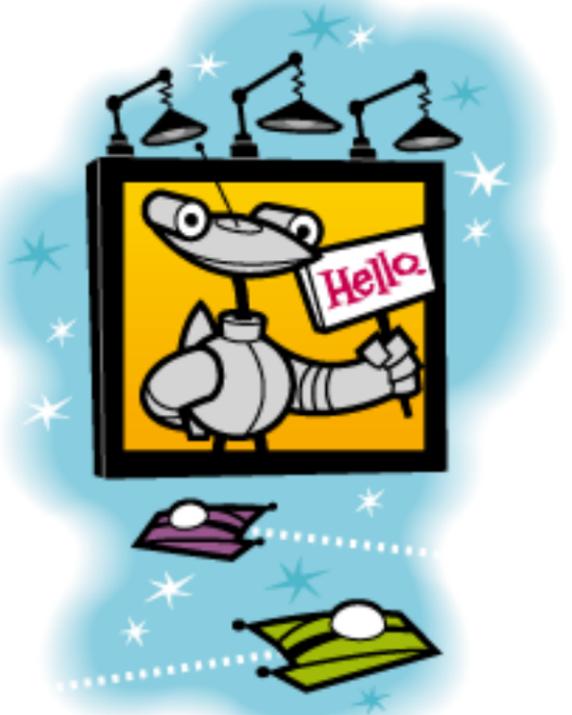


Creating Your Own Web Page

Browsing the Net for information is often called “surfing.” Once you’ve surfed for a while, you might decide you’d like to see your own name in lights and create a homepage for yourself.

You’re in luck! Your EarthLink account includes your own directory on our Web server. You can create your own Web site and put it on the Net so anyone in the world will be able to access it on the Internet.

In order to construct your own Web site or personal homepage, you will need to create HTML (HyperText Markup Language) documents. An HTML document provides the directions that tell a Web browser how to format the contents of a page for viewing. As its name probably suggests, HTML takes a little effort to learn.



Introduce yourself to the whole world with a homepage!



There is a simple introduction to HTML called “A Beginner’s Guide to HTML,” which is available inside EarthLink’s **Creating Web Pages** area. To get to this and other documents that provide HTML examples, tips, and tutorials, first click the **Creating Web Pages** link on EarthLink’s homepage. Next, choose the **How to Create Web Pages** link, and then the **HTML** link. Or, enter http://www.earthlink.net/nethelp/creating_web_pages.html in your browser. After you enter the URL, hit **Return**.

You could also use a Web page authoring program, such as Netscape Navigator Gold™ (obtained at <http://home.netscape.com/comprod/mirror/>) or Microsoft FrontPage™ (obtained at <http://www.microsoft.com/frontpage/>). These programs make composing HTML documents almost as easy as using a word processor.



Email

Electronic mail (email) is far and away the most popular aspect of the Internet. You can send an email message from your computer to anyone else on the Internet with an email address. This section will provide an introduction to email and some tips on how to get the most out of this new form of communication.

Email Addresses

“Honest—those weird symbols and abbreviations **do** mean something!”

Getting Your Mail

“Yes, Mrs. Robinson, you need to be online before you can download your email.”

The Continuing Email Message

How to keep track of who says what and when they say it.

The Smiley

Emotionally repressed? “Take two smileys and call me in the morning.”

The Signature

It isn't **really** a written signature, but a listing of your address and phone number.

Different Signature Formats from People on the Net

Playful artist or no-nonsense businessperson? Say it with your signature.



Email Addresses

Any email address has three basic parts:

- 1) The name of the user, the “username.”
- 2) The name of the computer where the user’s email account is located, the “hostname.”
- 3) The @ or “at” sign, separating the username from the hostname.

Here’s an example using my email address:

sky@earthlink.net

sky is my account name, or username;

@ means my email account is “at” a particular host;

earthlink.net is the hostname of the computer where my mailbox is located.



Email: Nearly instantaneous delivery, and no need to lick a stamp!



earthlink.net is actually a battery of high-speed computers sitting in the EarthLink Network data center. These computers contain thousands of electronic mail accounts, also called “mailboxes.” They receive and store your email until you log into an EarthLink POP and ask your mail program to check your mail.

Email addresses come in all shapes and sizes, but they always follow this format.

The suffix at the end of the address indicates what kind of host server the user’s account is on, or possibly what country the host server is located in. For example, your EarthLink email address ends in “**.net**”. This indicates that EarthLink is a network.

Other popular suffixes include:

.com	company	.ca	Canada
.gov	government	.it	Italy
.mil	military	.jp	Japan
.org	non-profit organization		

Country suffixes are optional; a site in Spain could still have “**.com**” as its suffix.

Your email address will be your username followed by **@earthlink.net**
If you give this address to anyone on the Internet, they’ll be able to send you email.



Getting Your Mail

You will probably use your browser to get and read your mail. The program goes out across the Internet and picks up your mail from EarthLink's mail servers.

If you have any mail waiting for you, your mail program will download the messages to your computer and allow you to read them. (If your browser is Netscape Navigator, see [Setting Up Netscape Navigator](#) for further information, or access Netscape's excellent [online handbook](#). If you are using Microsoft Internet Explorer, see [Setting Up Microsoft Internet Explorer](#).)

This is not a detailed manual on how email works, but I would like to provide a few tips on how to effectively communicate with email. Once you have learned how to send and receive email messages, these handy tips may help you look like a pro.



EarthLink's mail servers sort email into the correct mailboxes.

The Continuing Email Message

Email messages often form a continuing conversation. You will send an email message and receive a reply with additional questions or comments, to which you may then respond. This is especially true when you are sending a message to more than one person. To avoid confusion in these continuing email conversations, it is helpful to follow a few simple guidelines.

Here is an example of an email conversation. Let's say that your name is Mike. You've received a message from your friend, Jane. She also sent the same message to a mutual friend named Bob:



**“If you get to Mo’s first,
order me a decaf latte.”**



Mike & Bob,
Let's meet for coffee on Saturday at Mo's.
Let me know a good time for both of you.
Jane

When you select **Reply** in some email programs, you get a new message window that includes the original message. (Netscape Mail users will need to press the **Quote** button on the reply form to include the original message.) Each line of the original message begins with a ">" character, like this:

```
>Mike & Bob,  
>  
>Let's meet for coffee on Saturday at Mo's.  
>  
>Let me know a good time for both of you.  
>  
>Jane
```

There are several ways to compose a reply to the original message.



First method: Write your reply above the original message:

```
Jane,  
Sounds great. 5 p.m. is good for me.  
Mike  
>Mike & Bob,  
>  
>Let's meet for coffee on Saturday at Mo's.  
>  
>Let me know a good time for both of you.  
>  
>Jane
```

Second method: Write your reply below the original message:

```
>Mike & Bob,  
>  
>Let's meet for coffee on Saturday at Mo's.  
>  
>Let me know a good time for both of you.  
>  
>Jane  
  
Jane,  
Sounds great. 5 p.m. is good for me.  
Mike
```



Third method: Intersperse your reply after each paragraph of the original message:

>Mike & Bob,

>

>Let's meet for coffee on Saturday at Mo's.

Sounds great.

>Let me know a good time for both of you.

5 p.m. is good for me.

Mike

>Jane

The first two approaches are best suited for simple messages. The last method is useful if you want to separately reply to specific parts of the original message, or if the original message is long.



The need for a good format is obvious when a third person joins the conversation. Every time someone replies to a message, another “>” character is placed before each line. This way, it’s easy to discern the original message from each subsequent reply:

```
>>Mike & Bob,  
>>  
>>Let's meet for coffee on Saturday at Mo's.  
>  
>Sounds great.  
Same here.  
>>Let me know a good time for both of you.  
>  
>5 p.m. is good for me.  
5 p.m. is fine for me, too.  
See you there!  
Bob  
>Mike  
>  
>>Jane
```



While the previous example shows how an email conversation among several people works, it looks confusing. It would be better if each message had been kept together:

```
Jane,  
OK. See you at 5 p.m.  
Bob  
>Jane,  
>  
>Sounds great. 5 p.m. is good for me.  
>  
>Mike  
>  
>>Mike & Bob,  
>>  
>>Let's meet for coffee on Saturday at Mo's.  
>>  
>>Let me know a good time for both of you.  
>>  
>>Jane
```

There are other ways to bring clarity to an email exchange. You can delete parts of earlier messages that are no longer applicable. What's more, some mail programs help matters by inserting text before each quoted message to indicate who wrote the message, like this:

At 3:45 PM 11/15/96, Mike Smith wrote:

There are no set rules for organizing an email conversation, but these few suggestions will make your messages more readable.



The Smiley

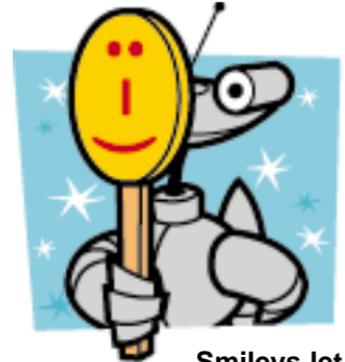
Email makes it possible to communicate inexpensively and instantly to someone anywhere in the world, but the expression is confined to written words. Written words lack the richness we get in live communication through tone of voice, facial expression, and emotion. Without these personal indicators, it's easy to misinterpret the meaning of an email message.

To give email some of the flexibility and richness of spoken communication, you can use “smileys.” Smileys are character representations of facial expressions. (At first, you may need to tilt your head to the left in order to “read” a smiley’s facial expression.) They are entered in appropriate places in the text of a message to indicate the author’s emotion.

Here’s a line of email text with a smiley:

It was great seeing you again. :-)

The smiley adds special emphasis to the statement. Smileys are especially helpful when you are joking or being sarcastic.



**Smileys let
others know how
you really feel.**



If you write

Like I'm going to work really hard on my birthday.

your recipient might think you really meant this. But, if you say

Like I'm going to work really hard on my birthday. ;-)

the winking smiley tells the reader that you are kidding around.

Smileys are so popular on the Internet, you can even find smiley dictionaries:

The Smiley Dictionary

<http://www.netsurf.org/~violet/Smileys/>

The Unofficial Smiley Dictionary

http://www.cuhk.hk/bdgtti2.2/bdg_290.html

Here are some popular smiley examples:

: -)	happy	(-:	left-handed
: -D	very happy	8:-)	little girl
: -(sad	@:-)	curly hair
;-)	wink	[:]	robot
..-(crying	:-[vampire
: - 	indifferent	:<)	Ivy Leaguer
: -&	tongue-tied	B-)	horn-rimmed glasses
%-\	perplexed	8-)	wearing sunglasses
: -#	wearing braces	B:-)	sunglasses on head



The Signature

Unlike other written correspondence, an email message can't be printed on your letterhead. If you want people to know your name, "snail mail" (postal) address, and phone or fax number, you need to include them in your message.

Putting this information in an email "signature" is a simple way to do this. Most mail programs allow you to set up a signature that will be automatically attached to the end of your email message. Depending on what email program you are using, you might not see the signature while you are typing the message; it will be added by the mail program while the message is being sent.

You can design your signature any way you like, but a good rule of thumb is not to exceed eight lines. Otherwise, it will be bulky for your recipients.

Once you feel comfortable with email, you can set up a signature for yourself. For instructions on how to set up a signature, choose one of the following options: [Microsoft Internet Explorer](#) or [Netscape Navigator](#) .



Different Signature Formats from People on the Net

Business signature:

Sky Dayton, Founder & Chairman		Voice: 818-296-2400
EarthLink Network, Inc.		Fax: 818-296-4161
sky@earthlink.net		3100 New York Drive
http://www.earthlink.net		Pasadena, CA 91107

Signature with a favorite quote:

```
=====
| david a. tribble           |                               |
| datrib@jpl.nasa.gov      | "This moment                 |
| VMT 300-319              |   contains all moments"     |
| Montrose, CA 91109       |                               |
| (818) 555-1212           | -- C.S. Lewis                |
| (818) 555-1213 (FAX)    |   *The Great Divorce*       |
=====
```



Signature showcasing artistic talents:

```
,---.____.          <----->
/ | \      \      -=|   Henry Franks           |=-
( )                0  -=|   ab333@broadway.sfn.sk.ca   |=-
\_/-, ,-----'    -=|   (306)-555-1212 Saskatoon,   |=-
      ====          // -=|   Saskatchewan, C A N A D A   |=-
/ \-'~; /~~~(O)    <----->
/___/~|      / IBM |           Check out my home page!!!
=( ____|    (_____|   http://www.sfns.ca/~ab333/Profile.html
```

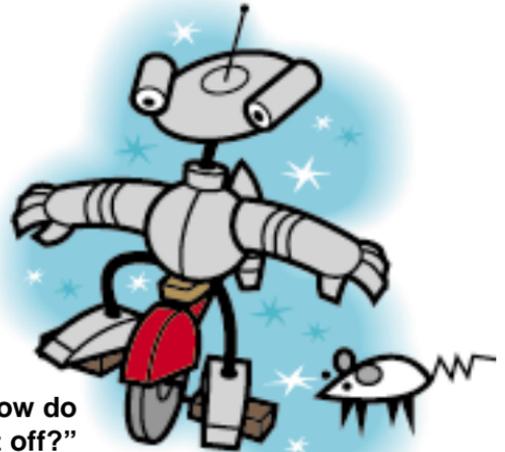


Usenet

Usenet is a part of the Internet that provides discussion groups on about 22,000 different topics. It works like a bulletin board: someone posts a message to the group for all to see, and then anyone can post a follow-up message. A message and its follow-up messages on a certain topic are called a “thread.”

For some time, the official name of these discussion groups has been “Usenet news,” or just “news” for short. A discussion group on Usenet is called a “newsgroup.”

Usenet provides a place for people with specific interests to discuss a certain topic. Usenet newsgroups can be very specific. For example, there is one newsgroup devoted solely to discussions about unicycling. Another focuses on Disney’s afternoon cartoons.



Click the topics below to access more information about using Usenet:

[Accessing Newsgroups](#)

How to use your browser to read and post to Usenet groups.

[Pitfalls of Usenet](#)

“Partner, it’s a wild frontier out there—beware of spamming and flaming!”

[Netiquette, the Rules of the Road](#)

“Mind your Ps and Qs, chew with your mouth closed, and don’t write sentences IN ALL CAPITAL LETTERS!”

[The Structure of Usenet Posts](#)

Learn how to do it the right way—the first time.

[Finding Newsgroups that Fit Your Interests](#)

Whether you love watching Beavis and Butt-head or collecting snapping turtles, there’s sure to be a newsgroup for you.

[The Structure of Usenet Group Names](#)

“OK, the group is called **alt.baldspot**—now what do they talk about?”



Accessing Newsgroups

You can use your browser to access Usenet news. If Netscape Navigator is your browser, access newsgroups by selecting **Netscape News** from the **Window** menu. Microsoft Internet Explorer users can simply click on the **Mail** icon at the top of their screen and then choose **Read News**.

Using your browser, you can get a list of certain popular groups by clicking on the **Newsgroups** link from the EarthLink homepage. It will bring up a list of popular sets of newsgroups by various categories. Once you have the list of groups, click on one to see a catalog of its articles, then click on the articles to read them. If needed, see [Netscape News](#) or [Microsoft Internet News](#) for additional help on accessing newsgroups.



Pitfalls of Usenet

The Internet, and Usenet specifically, provides a new kind of freedom of communication. Before the Internet, it was difficult and expensive to have your voice heard by a large number of people. With Usenet, you can be heard instantly by thousands of people at virtually no cost.

With this freedom comes responsibility.

In the past couple of years, many people have taken advantage of this freedom and not taken their share of responsibility. They have abused Usenet and made it more difficult for others to use it. For example, a number of Internet users knowingly post messages that have nothing to do with the subject of the newsgroup to which they are posting. This is like standing around and talking about fly-fishing with some people you've just met, and suddenly, someone starts yelling that they've got a great recipe for stuffed yams. They may have good intentions, but their message is clearly out of place.



Spamming: “Hey buddy, wanna buy a watch?”



Others have even posted messages advertising products or services to dozens, hundreds, or even **all** Usenet groups. The practice of posting messages (usually of a commercial nature) to many Usenet groups at once is called “spamming.”

Posting off-topic messages and spamming usually result in some form of retaliation by the other participants of the discussion group. Such retaliation, because of its abrasive, heated nature, is called a “flame.” A flame can erupt into an all-out flame war, which, if carried on in the newsgroup, is like eating in a nice, quiet restaurant and seeing a brawl start up at the table next to you. It’s hard to avoid being pulled into it, you can’t finish your dinner, and the ambiance of the restaurant has completely disappeared.

Factors such as spamming and flaming have made Usenet a bit like the Wild West. There’s no sheriff, so people usually turn to vigilante justice in an attempt to keep their favorite groups free of spamming, impolite intruders.



Netiquette, the Rules of the Road

All of us have a responsibility to uphold certain rules when participating in Usenet discussion groups. By doing so, we will make Usenet a more useful resource for everyone. These rules are often called “Netiquette.”

Here are my top ten rules of Netiquette for Usenet:

- 1) Spend time “lurking,” or watching, a newsgroup before you post for the first time. Every group has its own small moral structure. The more you watch, the more you’ll be able to effectively contribute when you speak for the first time.
- 2) Before asking a question in a newsgroup, see if you can find an answer in that group’s “Frequently Asked Questions” (or “FAQ” for short). FAQs are documents maintained by enthusiasts of a particular newsgroup. They contain basic information on the group and its purpose.

Sometimes there is more than one FAQ for a particular group, especially if the group is populated by people with opposing views. FAQs were created to cut down on the questions that new users (called “newbies”) often post in newsgroups. If you can’t find a FAQ, go ahead and ask your question.

- 3) No matter what, you will eventually get flamed, so get used to the idea now. No matter how careful you are, you are bound to step on someone’s toes



and make them upset. The result will probably be a rude note in your mailbox the next day or a nasty post about you in the newsgroup. For example, a new user might post a message that uses all uppercase letters—the Internet equivalent of prolonged yelling and a breach of Netiquette. Even if the newbie didn't know enough to avoid the mistake, there are people out there with nothing better to do than flame others.

The best way to respond to a flame is not to respond at all. But if you can't resist the urge to flame back, stop what you are doing and go take a walk. If after you do this you still want to flame back, do it privately by email and not through the newsgroup. The others in the group who are trying to get on with life will be glad you did.

- 4) If you see a posting by a new user that is off-topic or silly in some way, do everything possible to be polite. Kindly send the user a note by email explaining what they did wrong. **Don't flame.**



**Spammers often
get flamed—badly.**



- 5) If you see a blatant advertisement that doesn't belong in the newsgroup, send the user a note by email. Be polite. Don't post a follow-up message, as this will just clog the newsgroup and give the spammer more attention than they deserve. Spamming by EarthLink customers can also be reported to EarthLink officials by writing to **abuse@earthlink.net**
- 6) Follow the thread. If you are reading a thread and want to post a follow-up, make sure it is directly related to the existing thread. If not, start a new thread by posting a new message. Don't disrupt the thread for others.
- 7) Unless you have permission from the author, don't quote an email or other private message in public discussion groups. People often say things in private they wouldn't say in public. It's no different on the Internet.
- 8) Don't post copyrighted or private information on the Net. There is a legal issue here, but there is also an ethical one. You shouldn't use the copyrighted or private information of another without their permission.
- 9) Don't waste resources and time posting "me, too" responses. If the only public response you can offer is simple agreement, then don't. It takes up space and adds nothing to the thread of conversation. But feel free to answer the person via email. Everyone appreciates being acknowledged, and you could make a fast friend.



10) No matter what, **be nice**. Don't lose your temper—ever. Be polite and cordial, no matter how rude and obnoxious the other poster is. If you need to be abrasive, do so by email, but don't post to the whole group. You will quickly gain the respect of other civilized users of a discussion group by proving you can't be taunted into losing your cool.

These rules are especially applicable to Usenet, but many of them hold true for all Internet activities. Like any new culture where people live and work together, the Internet is evolving its own moral and cultural structure.

Netiquette is the grease in the machinery of human interaction on the Internet. The more you understand these simple guidelines, the better the Internet will work for all of us.



The Structure of Usenet Posts

Below is a sample post I pulled off of the unicycling newsgroup mentioned earlier.

This message is a good example of the proper use of Usenet. The subject is on-topic, and the tone of the participants is helpful and polite. You can also see how the thread flows from the original message to the reply:

In article <v02130500ad3bc7c6543f@[129.74.34.157]>, Barney Dreds <Barney J. Dreds.1@rd.edu> wrote:

```
>I have a Schwinn 20" and a 24". I replaced the tire on
>the 20", but the 24" has an odd size. It says that it
>is a 24"-1.75" tire, but this is a drastically different
>size than the ones you buy at the store now. They must
>be measuring to the inside diameter or something. Anyway,
>I was wondering if anyone can offer any suggestions.
```

```
>
```

```
>Also I was wondering if the new Schwinns are built the
>same as the old ones, and if so, if Schwinn has resumed
>making the special 14" saddle post?
```

I recently got a Schwinn, and found that the seat post was just a little bit too small for me.



So I took it to the local bike shop that will work on unicycles and they called around. They discovered that Schwinn is supposed to start manufacturing the longer seat post again in about mid-February, which is about a week away.

Hope this helps,

Stephanie

—

Stephanie Bean

sbean@tmtc.Central.Sun.COM

The Laws of Physics Do Not Apply To Me.

You can see from this example that a Usenet post has many of the same elements as an email message. It contains the original message with “>” characters before each line, the follow-up message, and the signature of the person who posted the follow-up.

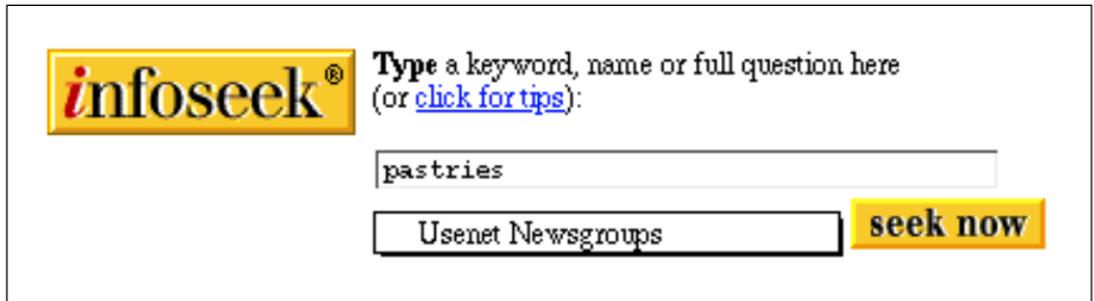
At the top of the message, the original article’s serial number is provided. Unless you are going to really nerd out, you don’t need to understand this number. After the serial number, the email address of the author of the original post is also listed.

Smileys are also used in Usenet and are especially useful since Usenet messages are read by many people, all with different viewpoints, emotions, attitudes, and responses.



Finding Newsgroups that Fit Your Interests

If you're new to the Internet, the best way to find a newsgroup that fits your interests is to use a search engine. First, go to EarthLink's **Search** page. (The page's URL is <http://www.earthlink.net/search/>, or Netscape Navigator users can simply click the **Search** tool button.) Next, choose **Infoseek**, type in a chosen subject, choose **Usenet Newsgroups** from the list of searchable options, click **Seek Now**, and start surfing. Choose a link to click on, and your browser will show you the newsgroup articles.



The screenshot shows the Infoseek search interface. On the left is the Infoseek logo. To its right is a text input field containing the keyword "pastries". Below the input field is a dropdown menu with "Usenet Newsgroups" selected. To the right of the dropdown is a yellow button labeled "seek now". Above the input field is the instruction: "Type a keyword, name or full question here (or [click for tips](#)):".



For powerful newsgroup searches, I recommend the Usenet search engine DejaNews™, located at <http://www.dejanews.com/>

If you already know the exact name of the newsgroup you're looking for, you can go right to it with your Web browser.



THE SOURCE FOR INTERNET NEWSGROUPS



Power Search Post New Users! News-groups?! Features

[Quick Search](#) for:



The Structure of Usenet Group Names

To find a newsgroup you might be interested in, you need to know how to read a newsgroup name. Here are some examples of newsgroups available on Usenet, along with their descriptions:

alt.fan.letterman

David Letterman fans

soc.culture.welsh

Welsh culture

alt.games.dominos

dominos enthusiasts

rec.sport.unicycling

unicycling

comp.robotics.research

computer robotics research

Most newsgroups are classified into standard sets. The set the newsgroup belongs to is indicated by the first word, or abbreviation, before the first period in the name. Here are the major set names and a description of each:

comp. computer

rec. recreation

alt. alternative newsgroups

(by far, the largest of
all newsgroup sets)

soc. society and culture

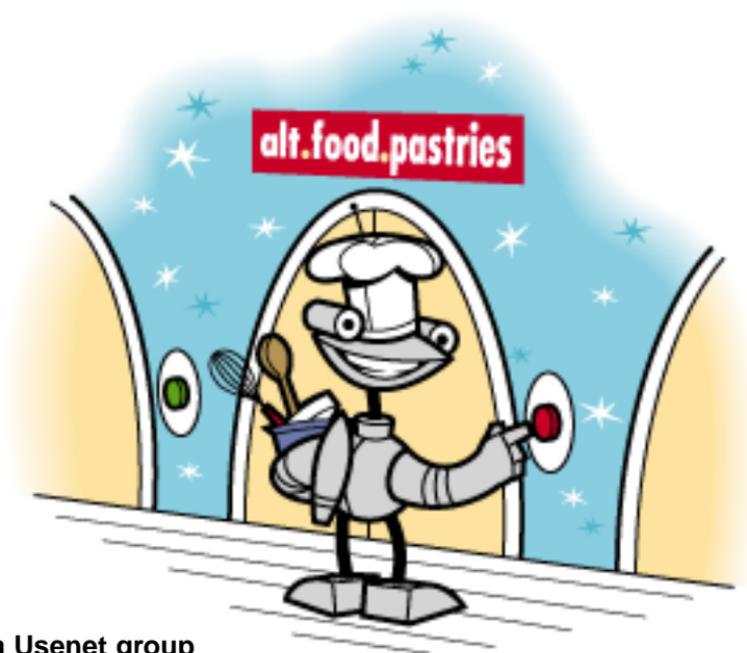
misc. miscellaneous

sci. scientific



These words describe a newsgroup in greater and greater detail. For example, the newsgroup devoted to network administration for the computer operating system Windows NT looks like this:

`comp.os.ms-windows.nt.admin.networking`



There's a Usenet group for almost anything.



Part II

Getting Started

Part II includes instructions on how to use various kinds of software and EarthLink services. To learn more about one of the topics below, click on its name:

[Setting Up Netscape Communicator](#)

Settings for email, newsgroups, signature files, cache folders, and lots more.

[Setting Up Microsoft Internet Explorer](#)

Settings for email, newsgroups, cache folders, and lots more.



How to Contact EarthLink

Postal addresses, email addresses, and phone numbers for all your needs.

Additional EarthLink Programs and Services

Information on free customer webspace, faster Internet access, customized TotalAccess software and lots more.

Glossary

“What is a ‘thread’ and why do I have to stick to it?”



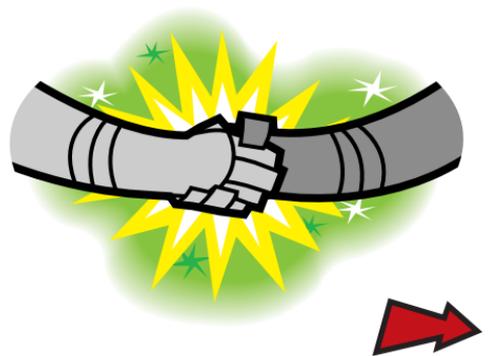
Setting Up Netscape Communicator

If Netscape Communicator was installed on your computer during the TotalAccess registration process, then this section pertains to you. Netscape Communicator is a software package that contains the Netscape Navigator Web browser, the essential tool for gaining access to multimedia Internet sites around the world. Netscape Communicator also has Messenger, an email program capable of sending and receiving electronic mail, and Collabra, which allows you to download and post to Usenet newsgroups. (It might seem obvious, but please note that email programs can only accomplish these functions while you are connected to the Internet!)

Click any of the topics below to access further information about Netscape Navigator:

[Email and Newsgroup Settings](#)

These need to be correct in order to read and respond to email and newsgroups.



Netscape Messenger

Netscape's email program allows you to send and receive electronic messages.

Email Signatures

How to add your signature to email AND send a file along for the ride.

Address Book

"Don't you dare lose Aunt Bee's email address; keep it in your address book!"

Netscape Collabra

Netscape newsreader allows you to read and respond to newsgroups.

The Cache Folder

Netscape Navigator's cache folder is like your refrigerator; sometimes you need to clean out the gunk to close it properly....



Email and Newsgroup Settings

Netscape Messenger and Collabra are two components of the Communicator suite which are used to send and receive email, and to read and respond to newsgroups. The preference settings for these uses should have been established during TotalAccess installation. But if you need to add these preferences yourself, click on the **Mailbox** or **Discussion Group** buttons on the **EarthLink Toolbar** and follow the directions given by the set-up wizard.

The information you will need to supply includes the following:

Your Name: (Optional—this places your real name next to your email address.)

Your Email: **username@earthlink.net** (Be sure to replace “username” with your actual EarthLink username.)

Outgoing Mail Server Name: **mail.earthlink.net**

Incoming Mail Server Name: **mail.earthlink.net**

News (NNTP) Server: **news.earthlink.net**



Netscape Messenger

With these settings configured properly, it is easy to use Netscape Messenger to receive and send email. In the **EarthLink Toolbar**, click on **Mailbox** Enter your password if necessary, and Messenger will check to see if you have any mail. If there is mail for you, Messenger will place it in the **Inbox** folder, which will appear in the list of folders on the left side of the browser window. Select **Inbox**, and each individual **Inbox** message will be listed on in the upper window. Click on a message you want to read, and it will appear in the large frame in the bottom window.

If you want to respond to a message, select **Reply** from the menu bar. (For new messages, click the **New Msg** button on the menu bar.) The **Message Composition** window will appear. Type in your response and click the **Send** button. To attach a file to your message, click the **File** button on the menu bar and select **Attach**.



Email Signatures

You can also configure Netscape Messenger to append your signature file to the mail you send. Create and save your signature with a text editor, and then return to Messenger. Go to **Preferences** within the **Edit** menu. To the left of the window, double-click on **Mail & Groups**, and then on **Identity**. On the right side of the window, enter the signature file's location path in the **Signature File** field. Or, click **Choose** and locate and select the file in your computer. Netscape Messenger will automatically add this file to your correspondence.



Address Book

Using Netscape Messenger's Address Book feature is a convenient way to keep track of other people's email addresses. First, click on **Communicator** and select **Address Book**. Click on **New Card** to add a new person to the list, or **New List** to create a new mailing list with multiple recipients. Fill out the address form that appears, and click **OK**.



Netscape Collabra

Netscape Collabra allows you to participate in newsgroups. (See the [Usenet](#) section of this guide for information about online discussion groups.) To access a specific newsgroup in Collabra, click on the **Collabra** button on the **EarthLink Toolbar**. This will open your **Message Center**, which displays both your email messages and your subscribed newsgroups.

To look through EarthLink's entire list of available newsgroups, click the **Subscribe** button in the menu bar, then click the **All Groups** tab. In the search field at the top of the window, enter a few keywords newsgroup topics that interest you. For example, if you wish to view newsgroups pertaining to EarthLink, you would enter **earthlink**. When you find a newsgroup you like, click once on the name and click **Subscribe**. Click **OK** when finished.



The Cache Folder

Netscape Navigator uses a cache folder to speed up the performance of your Web browser. Files from recently viewed Web pages are stored in this folder on your hard drive, so that when you visit these sites again, Netscape Navigator can load them from your computer rather than from the remote Internet site.

You may wish to clear the cache occasionally, especially if Netscape Navigator takes a long time to close. To clear the cache, go the **Edit** menu and select **Preferences**. Double-click **Advanced** to open the sub-menu and select **Cache**. Click **Clear Disk Cache**, wait a few seconds, and then click **OK**.



Setting Up Microsoft Internet Explorer 4.0

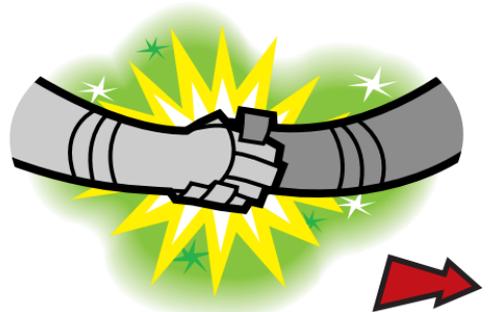
If Microsoft Internet Explorer 4.0 was installed on your computer during the TotalAccess registration process, then this section pertains to you.

Internet Explorer is a Web browser, the essential tool for gaining access to multimedia Internet sites around the world. Included with Internet Explorer is Microsoft Outlook Express, an email and newsreader program capable of sending and receiving electronic mail, and downloading and posting to newsgroups. (It might seem obvious, but please note that email programs can only accomplish these functions while you are connected to the Internet!)

Click any of the topics below to access further information about Internet Explorer:

[Email and Newsgroup Settings](#)

These need to be correct in order to read and respond to email and newsgroups.



Microsoft Outlook Express

Internet Explorer: it slices, it dices, it even does email and newsgroups!

Address Book

“Don’t you dare lose Aunt Bee’s email address; keep it in your address book!”

Temporary Internet Files

Internet Explorer’s cache folder is like your refrigerator; sometimes you need to clean out the gunk to close it properly....



Email and Newsgroup Settings

Microsoft Outlook Express can be used to send and receive email, and to read and respond to newsgroups. (See the [Usenet](#) section of this guide for information about online discussion groups.) The preference settings for these uses should have been established during TotalAccess installation. But if you need to add these preferences yourself, first open the **Internet Connection Wizard** (located in your Internet Explorer folder in your computer's **Program Files** folder), and follow the on-screen directions.

During the set-up process, you will be asked to supply the following information:

Display name: (Optional—this places your real name next to your email address.)

Email address: **username@earthlink.net** (Be sure to replace “username” with your actual EarthLink username.)

Password: your EarthLink password

Outgoing mail (SMTP) server: **mail.earthlink.net**

Incoming mail (POP3) server: **mail.earthlink.net**

POP account name: **username** (Be sure to replace “username” with your actual EarthLink username.)

News (NNTP) server: **news.earthlink.net**



Microsoft Outlook Express Email

With these settings configured properly, it is easy to use Microsoft's mail program to receive and send email. To check mail, click the **Send and Receive** button on the menu bar. Enter your password if necessary. Internet Mail will check to see if you have any mail. If there is mail for you, Internet Mail will place it in the **Inbox**, which is located in the top-right area of the mail window. Click on a message you want to read, and it will appear in the large frame in the bottom-right of the program window.

If you want to respond to a message, select **Reply to Author** or **Reply to All** from the menu bar. (For new messages, select **Compose Messages**.) The **Message Composition** window will appear. Type in your response and select **Send Message** from the **File** menu. To print out a message you are reading, select **Print** from the **File** menu. To attach a file to your outgoing message, select **File Attachment** from the **Insert** menu.

If you need further help with email, click Microsoft's **Help** menu and select **Contents and Index**. Or, simply hit the **F1** key on your keyboard.



Microsoft Outlook Express News

You can use Microsoft Outlook Express News to participate in online discussion groups, or newsgroups. (For more information on newsgroups, see the [Usenet](#) section of this electronic guide.) To search for newsgroups with Outlook Express, first click on **Go** and select **News**. Next, click the **Newsgroups** button in the menu bar, and click on the **All** tab. Enter search keywords for the topics that interest you. For example, if you wish to view newsgroups pertaining to EarthLink, you would enter **earthlink**. When you find a newsgroup you like, click once on the name and click **Subscribe**. Click **OK** when finished.



Address Book

The Address Book feature is a convenient way to keep track of other people's email addresses, and for quick-and-easy email addressing. To access Outlook Express's Address Book, click the **Address Book** button from the **File** menu. Choose **New Contact** to make a single entry, or **New Group** to create a new mailing list with multiple recipients. Fill out the address form that appears, and click **OK**.



Temporary Internet Files

Microsoft Internet Explorer uses a cache folder to speed up the performance of your Web browser. Files from recently viewed Web pages are stored in this folder on your hard drive, so that when you visit these sites again, Microsoft Internet Explorer can load them quickly from your computer rather than from the remote Internet site.

You may wish to empty the **Temporary Internet Files** folder occasionally, especially if Microsoft Internet Explorer takes a long time to close. To empty the folder, choose **Internet Options** from the **View** menu, and select the **General** tab. In the **Temporary Internet Files** section, click on **Delete Files**. Click **OK** when done.



How to Contact EarthLink

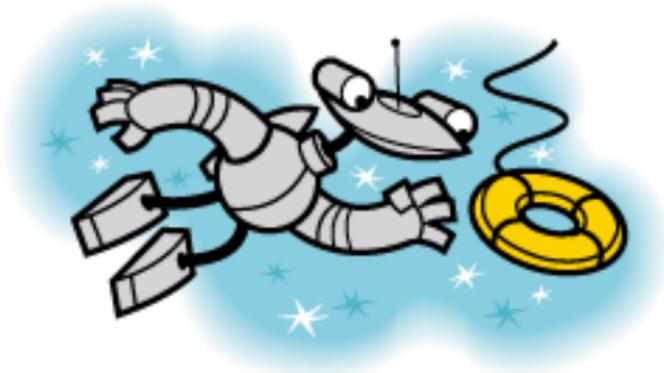
For Technical Support Questions:

If you are connected to the Web, you can have your questions answered quickly by looking through the various online **Customer Assistance** and **Technical Support** resources available from EarthLink's homepage.

You can also use email to contact Technical Support. Send your questions to **support@earthlink.net**

You can call us at (800) 395-8410. This number will allow you to connect to EarthLink's Fax-on-Demand system, or to speak to a Technical Support advisor.

Technical Support is available 24 hours a day, 7 days a week.



In over your head? Customer Service is ready to lend a helpful hand.



For Web Support Questions:

Send email to webmaster@earthlink.net

For ISDN-Related Support Questions:

Send email to isdnsupport@earthlink.net

To Set Up a New Account, or to Add Services to an Existing Account:

Send email to sales@earthlink.net or call (800) 395-8425

For Questions About Your Bill or Your Account:

Send email to accounts@earthlink.net

For Customer Service Issues:

Send email to service@earthlink.net



For Questions About EarthLink's Special Agent Referral Program:

Send email to referrals@earthlink.net

For Comments and Suggestions About Our Web Site:

Send email to elnweb@earthlink.net

For Comments or Questions Directed Toward EarthLink Management:

Send email to admin@earthlink.net

EarthLink Network, Inc.

3100 New York Drive

Pasadena, CA 91107

Main Office: (800) 876-3151

Main Office Hours: 9am to 6pm PST, Monday-Friday



Additional EarthLink Programs and Services

Free Customer Web Space

Create your own homepage with your free customer Web space!

Bonus Referrals

Refer a friend and get free Internet Access.

Additional Emailboxes

How to get additional emailboxes and how much.

ISDN Services

Upgrade your connection for faster Internet access at our one-stop shop!

Frame Relay Services

A T1 line at your fingertips for the extra bandwidth you need.

Business Web Site Services

Set up your business Web site and get more bang out of your buck!

Customized TotalAccess Program

Bundle with TotalAccess and see your dollars grow!



Free Customer Web Space

As part of your EarthLink Network service, you receive 6MB of free Web space for your own homepage. To sign up for your reserved space, and to get information about writing and uploading your homepage, go to <http://www.earthlink.net/priv/signup.html>



Bonus Referrals Program

At EarthLink, we still believe the greatest compliment from a customer is a referral. Many of our new customers come from customers like you.

EarthLink customers who want to spread the word about their Internet service can get a free month of unlimited usage by participating in our Referral Program.

For each person you refer, we'll credit \$19.95 towards your account. Just have friends mention your name and username upon signup.

To further express our gratitude, we've introduced our Special Agent Referral Program. Multiple referrals result in prizes! For our current program (through the end of '97), you can win free EarthLink shirts, jackets, and gift certificates—more prizes will be added in '98!

For more information, visit

http://www.earthlink.net/company/free_access.html/

or write to **referrals@earthlink.net**



Additional Mailboxes

You may decide that you would like more than one mailbox.

Pricing information for additional mailboxes can be found at

<http://www.earthlink.net/company/getmailbox.html>

or give us a call at (800) 395-8425.



ISDN Services

If you want a really speedy connection to the Internet, you may want to check out EarthLink's ISDN program. An ISDN line can provide high-speed Internet access at nearly five times the rate of a standard 28.8Kbps analog modem.

EarthLink's one-stop ISDN shop provides everything you need for ISDN access—at incredibly low prices. Contact EarthLink Sales at (888) ELN-ISDN or at **sales@earthlink.net**



Frame Relay Services

Sometimes, ISDN isn't enough. Maybe you want to put an entire LAN on the Internet, or maybe you just want lightning speed for yourself. Whatever the case, EarthLink can help you. We'll lease you a Fractional T1 line, with the option of expanding to a full T1 (1.536MB) when you decide you need the extra bandwidth. This is a national service, available at competitive rates.

You can find more information at

http://www.earthlink.net/company/high_speed.html

or you can contact us at (800) 511-2044 or [**corpsales@earthlink.net**](mailto:corpsales@earthlink.net)



Business Web Site Services

EarthLink provides as much space as you need (on our multiple T3 Internet connection) to put your business on the Web. Whether your site is 5MB or 100MB, you get access to daily hit logs, custom CGI script capabilities, and the chance to register your own unique Domain Name (**mycompany.com**). In addition, you get up to 1,500MB in free traffic volume, email alias opportunities, access to secure servers, and professional support from EarthLink's Business Services Support Team.

You can find more information (including pricing) at

<http://www.earthlink.net/company/webservices.html>

or you can contact our Business Sales department at (800) 511-2044

or **corpsales@earthlink.net**



Customized TotalAccess Program

The Internet holds tremendous commercial potential. That's why EarthLink Network employs an exciting tool to integrate your company with the Internet via a customized CD-ROM.

This is the way it works: your target audience receives the custom EarthLink Network TotalAccess package, subscribes to the Internet through EarthLink, then logs on to the Internet starting at a co-branded Personal Start Page at the beginning of each session.

Custom packages are quoted on a per-order basis. Bounty programs are available. Prices are subject to change without notice.

You can find more information at <http://www.earthlink.net/company/webservices.html> or you can contact our Business Sales department at (800) 511-2044 or corpsales@earthlink.net

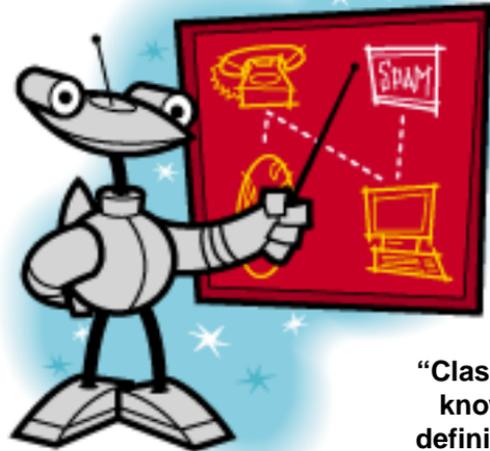


Glossary

This glossary provides some simple definitions for Internet terms used in this book. In many cases, only the definition applicable to the context of this book has been included. If you want more detailed definitions, consult a computer dictionary. Alan Freedman's **The Computer Glossary**, published by AMACOM, is a good one.

alt.

Name of the alternative set of newsgroups. There are more alt. newsgroups than any other set because Usenet was set up so anyone could create an alt. group. The result has been thousands of groups, many of them bizarre.



“Class, who knows the definition of ‘spamming’?”

article

A message posted to a newsgroup.

biz.

Name of the business-related set of newsgroups.



bookmark

A saved address of an Internet site which can be quickly loaded so your browser displays the site.

browser

Software for viewing Web pages. Netscape Navigator and Microsoft Internet Explorer are both browsers.

cache

Temporary storage space. Web pages you access are stored in your browser's cache directory (on your hard drive). So, when you return to a Web site you've recently accessed, your browser calls it up from the cache rather than the original server. This saves you time, and it saves the server from being unnecessarily overloaded.

comp.

Name of the computer-related set of newsgroups.

dialer

The software used to dial your modem and connect to an EarthLink POP.

discussion group

A group on Usenet devoted to a certain subject. Also called a newsgroup.

EarthLink

Your Internet Service Provider.

earthlink.net

The hostname of your email address. Your email address is **username@earthlink.net**

The hostname is the Internet address of EarthLink's email servers, where your email is stored until you dial into a POP and pick it up.



electronic mail

The most popular use of the Internet. Electronic mail, or email, allows any user on the Internet to send a nearly instantaneous electronic message to anyone else on the Internet who has an email address.

email

Abbreviation for electronic mail.

emailbox

- 1) The place where your email is stored on EarthLink's email servers until you log into an EarthLink POP and retrieve it with your email program.
- 2) A directory within your email program where you store email on your computer once it is downloaded.

Eudora Light

A popular email program that can be downloaded from EarthLink's site.

FAQ

Abbreviation for Frequently Asked Questions.

favorites

A saved address of an Internet site which can be quickly loaded so the Microsoft Internet Explorer browser displays the site.

flame

An abrasive email or newsgroup posting, usually containing abusive language. Flames often result from spamming. Flames are not pleasant to receive, and this book advises against sending them.



Frequently Asked Questions

FAQ for short. A list of common questions and answers on a given subject, usually maintained by enthusiasts in a particular newsgroup. It is always wise to check the FAQ before asking what may be a common question in a newsgroup.

homepage

The main page of a Web site.

host

A computer connected to the Internet that stores and provides information of some sort. Email is kept on a host. So are Web pages. A host is also called a server.

hostname

The name of a particular host, or server, computer on the Internet.

HTML

Abbreviation for HyperText Markup Language.

HTTP

Abbreviation for HyperText Transfer Protocol.

hyperlink

A link from one Web page to another Web page (or other document).

HyperText Markup Language

HTML for short. The language used to create Web documents which specifies how the page will appear when displayed by a Web browser.

IE

Abbreviation for Microsoft Internet Explorer.



Internet

Net for short.

- 1) That thing we're all excited about.
- 2) A computer network connecting tens of thousands of smaller computer networks all around the globe that use the TCP/IP protocol. Any computer can communicate with any other computer on this network.

ISP

Abbreviation for Internet Service Provider. An ISP is a company that provides access to the Internet, as well as other types of services, such as original content, gaming, and Web page development. An ISP owns or rents the equipment required to have POPs on the Internet. Larger ISPs have their own high-speed leased lines so that

they are less dependent on the telephone companies and can provide better customer service. EarthLink Network is an ISP.

LAN

Local Area Network. A network of interconnected computers, typically being shared within a company.

lurk

To spend time watching a newsgroup without posting anything.

MB

Abbreviation for megabyte. It's a measure of computer memory or hard disk storage; a little more than a million bytes (actually 1,048,576 bytes). You need 8MB of RAM to install TotalAccess software.



Microsoft

The company that created, among many products, Internet Explorer.

Microsoft Internet Explorer

Microsoft's browser software that allows you to navigate through information on the Web.

misc.

Name of the miscellaneous set of newsgroups.

modem

A device that allows your computer to communicate with another computer over a phone line.

Net

Abbreviation for Internet.

Netiquette

A set of rules the Internet community has developed to allow people to use its resources responsibly.

Netscape

1) The company that created Netscape Navigator.

2) Short for Netscape Navigator.

Netscape Navigator

Netscape's browser software that allows you to navigate through information on the Web.

network

Two or more connected computers that communicate with one another.



Newbie

Someone new to the Internet, or to computers in general.

news

Abbreviation for Usenet news.

newsgroup

A group on Usenet devoted to the discussion of a certain subject.

online

The state you (or your computer) are in when you are connected to the Internet.

onramp

An EarthLink Point of Presence, or POP, that you dial into with your computer and your modem to connect to the Internet.

OS

Abbreviation for Operating System. An operating system is the program that manages all the other programs—called applications—in a computer. Several well-known operating systems are Windows 95, Macintosh, OS/2, and UNIX.

page

A document on the Web that is displayed by a Web browser.

Point of Presence

POP for short. An EarthLink number in your city you dial with your computer and your modem to connect to the Internet.

POP

Abbreviation for Point of Presence.



post

An article sent to a newsgroup.

protocol

A standard computers use to communicate with one another.

quote

When you reply to an email message or Usenet article, you may quote the original message or posting so that people reading it know what you are responding to. Usually, a “>” character is placed before each line of the original message.

RAM

An abbreviation for Random Access Memory. RAM is “built-in” readable and writable data storage that comes preinstalled in (or can be added to) a computer. Typical PCs and Macs come

with 8 or 16 megabytes of RAM (and are often expandable up to 64MB—or more). RAM is called “random access” because data is deposited in and retrieved from memory in a non-sequential fashion.

rec.

Name of the recreation-related set of newsgroups.

sci.

Name of the science-related set of newsgroups.

server

A computer connected to the Internet which stores and provides information of some sort. Your email is kept on a server. So are Web pages. A server is also called a host.



signature

Information attached to the bottom of an email message or newsgroup posting that gives contact information about the sender. Signatures can contain any information, including your name, email address, postal address, or a witty saying.

site

A particular “place” on the Internet. A Web page is often called a Web site. Also used to refer to a server connected to the Internet.

smiley

A facial expression made out of letters or other characters to denote some sort of emotion or other expression. You view smileys by tilting your head to the side. `: -)` is an example of a “happy” smiley.

snail mail

An Internet term for postal mail because it takes so long, compared to email.

soc.

Name for the social-related set of newsgroups.

spam

Spam is unsolicited email or newsgroup postings. Oftentimes, it’s simply advertising. It’s typically looked upon as similar to junk mail or to unsolicited phone marketing calls, and is usually considered rude.



spamming

Blatant advertising or the posting of off-topic messages to newsgroups or emailboxes, after which a flame war usually erupts, resulting in more spamming. Spamming disrupts the usefulness of the Internet. Sending spam is bad.

suffix

The set of letters after a “.” in a filename, hostname, etc. In the name **earthlink.net**, “net” is a suffix. In the filename **index.html**, “html” is a suffix.

surf

To spend time, often hours on end, traveling through the Internet.

TCP/IP

Abbreviation for Transmission Control Protocol/Internet Protocol. TCP/IP is a way for computers to communicate with each other over a network. TCP/IP is the foundation technology of the Internet.

thread

A topic of discussion in a Usenet posting or, less commonly, an email message.

TotalAccess

The software and Internet access package supplied by EarthLink Network, Inc. TotalAccess gives you total access to all of the resources on the Internet with the best software and fastest modem connections available.



unicycle

A really cool one-wheeled machine used as an example in this book, during the writing of which, the author actually bought a unicycle and learned to ride it.

Uniform Resource Locator

URL for short. A URL contains the exact location of a file some-where on the Internet, along with the format that file is in.

URL

Abbreviation for Uniform Resource Locator.

Usenet news

The official name of a part of the Internet that allows you to participate in about 15,000 different discussion groups on every topic imaginable.

user

Anyone who uses the Internet.

username

The name of a particular user on a host, or server, computer. Your user-name is the name before the “@” sign in your EarthLink email address.

Web

Abbreviation for World Wide Web.

Web page

A document on the Web that can be displayed by your Web browser.

Web site

A particular “place,” or set of pages, on the Web.



World Wide Web

Web for short. The part of the Internet that allows you to navigate through all kinds of graphical information. To view the Web, you'll use a Web browser, which is supplied by EarthLink within your TotalAccess package.

Information on the Web is formatted into "pages." Each page contains some text and possibly pictures, sound or even video. A page is actually a file stored on a remote computer somewhere on the Net.



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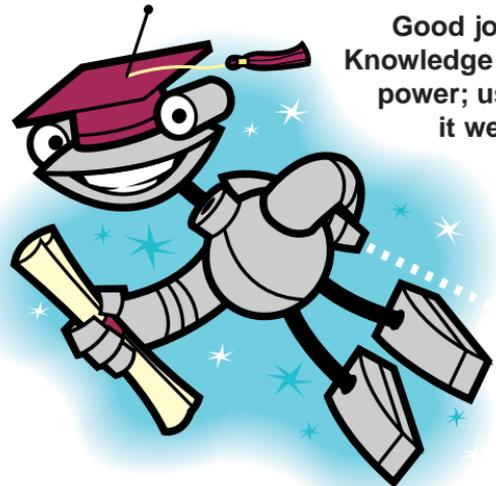


Congratulations, You Made It!

Now that you've read through this electronic guide, you're equipped to embark on your own journey through the Internet for professional growth, personal enrichment, or both. The Internet is a fantastic place. It can turn your home or office computer into a portal to the entire world. I've seen it change people's lives in ways I never thought possible, and I believe it is changing the world as well. Never before have ordinary individuals had such an effortless, powerful communications medium at their disposal.

I hope this guide has provided you with some of the rules of the road and helpful tips to make your journey a pleasant one.

To leave this electronic guide, go to the **File** menu and choose **Quit**.



Good job!
Knowledge is
power; use
it well.